

# Service Bulletin

## Release Liquid Cooled Cable Stuck to Vehicle Power Link 2000

---

**Bulletin Published:** July 2024

**Affected Models and Down Version:** Some ChargePoint Power Link 2000 with CCS1 Liquid Cooled Cable

**Required Action:** Release stuck charging cable from a vehicle charging port.

**Issue:** Charging cable is stuck to the customer's vehicle and will not release after the charging session has ended and vehicle pin is released.



**WARNING:** Do not install or service the charging station in inclement weather. If you work in snow, rain, or wind, you must use a weatherproof shelter that covers all boxes and components.



**CAUTION:** Warranty Limitation

- If the charging station is not installed, commissioned, or serviced by a ChargePoint certified installer or technician using a ChargePoint-approved method, it is *excluded* from all ChargePoint and other warranties and ChargePoint is not responsible.
- You must be a licensed electrician and complete training at [chargepoint.com/installers](https://chargepoint.com/installers) to become ChargePoint certified and to access ChargePoint's web-based installer tools or ChargePoint Installer app.

---

Contact ChargePoint at [chargepoint.com/support](https://chargepoint.com/support) with any questions related to this bulletin.

---

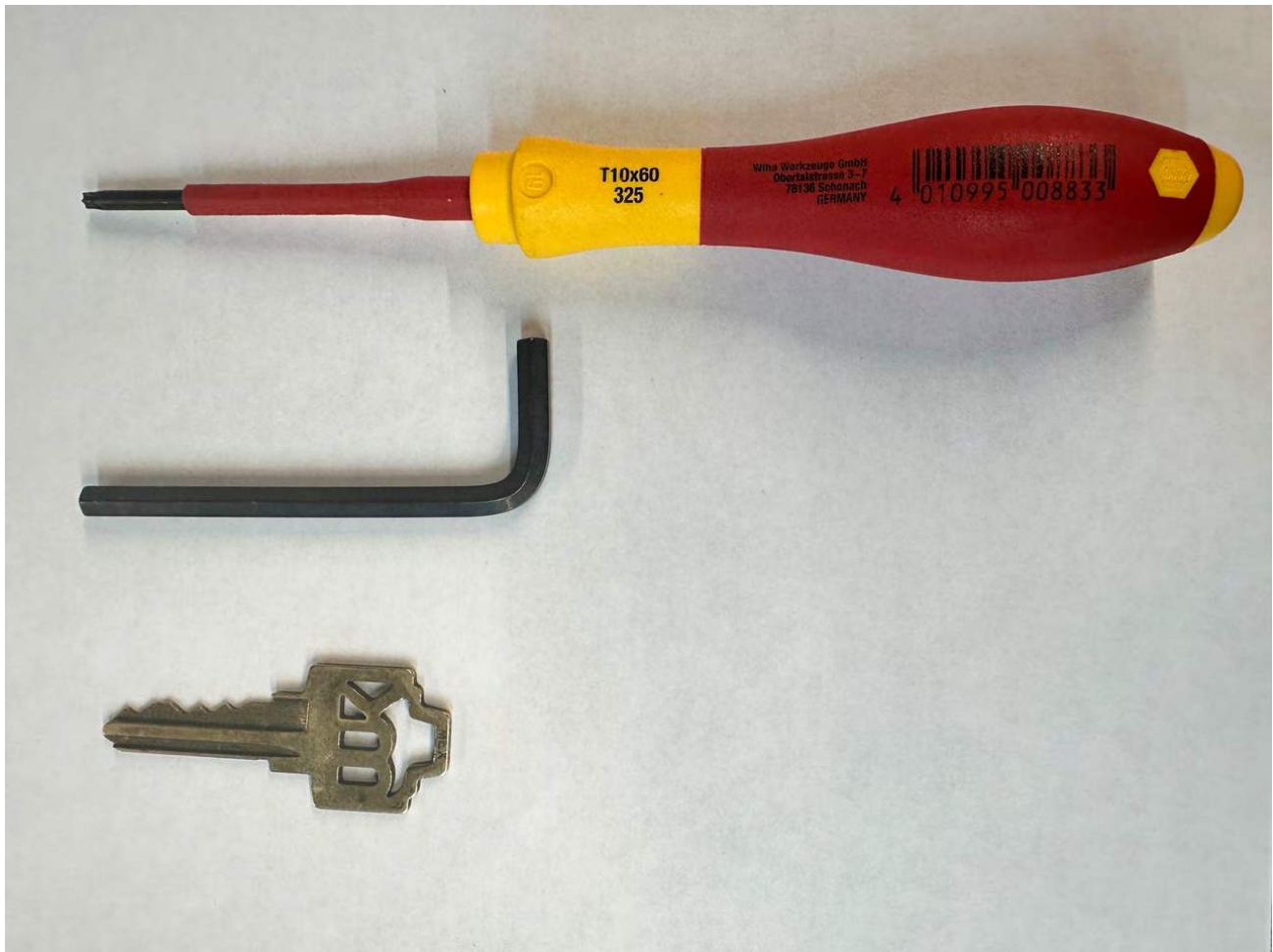
## Introduction

The unexpected locking of a Power Link 2000 with CCS1 Liquid Cooled Cable to a vehicle can be safely released by field installers using this procedure.

## Tools Needed

Thin and rigid object to press the charge cable Emergency Release such as:


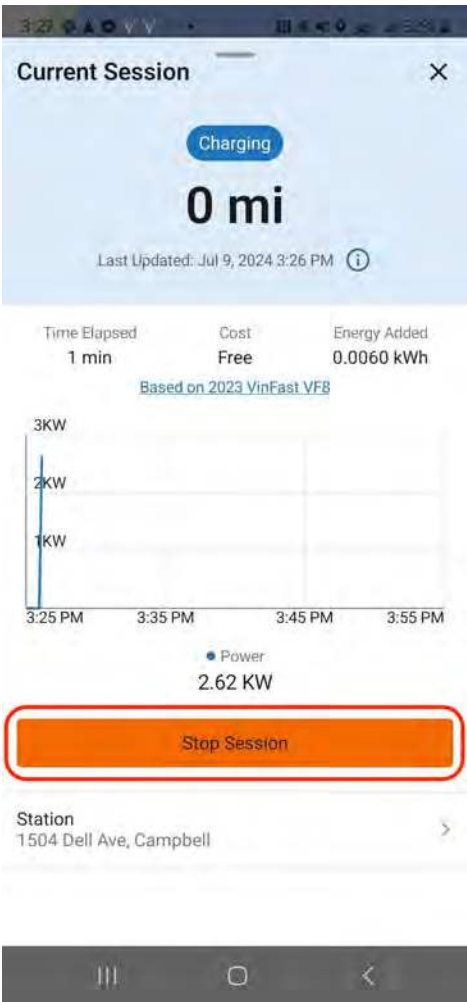

- Fine-tip screwdriver (Example, T10)
- Allen key
- House key



Procedure

1. Stop any active charging sessions.

Examples of stopping an active charging session :





Charging Station Display	ChargePoint Mobile Application	Vehicle Dashboard
		

2. **Verify vehicle EV pin is released. Some vehicles release their EV pin when the charging session ends.**



**IMPORTANT:** It is recommended to review the EV operator manual to determine the method of releasing the vehicle pin.

Examples of releasing the vehicle EV pin :

Refer to EV Operator Manual	Press Button on Interior of Charge Port
	
Press Power Button to Restart Vehicle	Pull Vehicle Pin Emergency Release
	

3. Release Power Link 2000 Liquid Cooled Cable from vehicle by squeezing the handle and pulling :



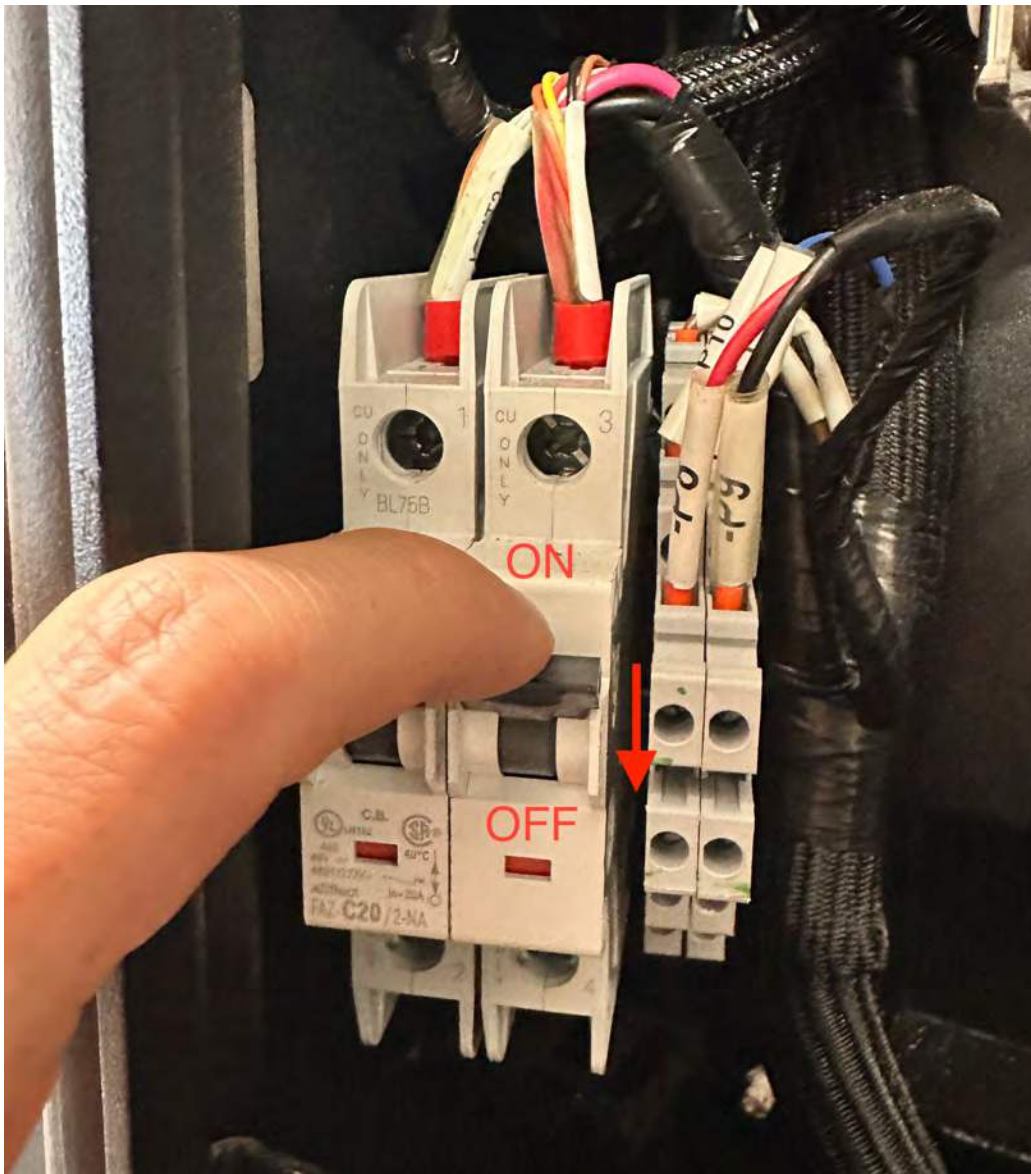


- 
4. **Power down the Power Link 2000 at the main electrical panel. Alternatively, open up the system front door and turn off at the interior breaker :**
- 




DANGER: Risk of electric shock

---



5. **If above Steps (1) to (4) do not release the charge cable handle, use emergency release switch:**

Remove Adhesive Cover on Emergency Release	Simultaneously Press Down on Emergency Release and Squeeze/Pull Handle
	

6. **Mark the charge cable as out of service. Go to [chargepoint.com/support](https://chargepoint.com/support), find your region's technical support number, and contact ChargePoint Support.**

## Limited Warranty Information and Disclaimer

The Limited Warranty you received with your charging station is subject to certain exceptions and exclusions. For example, your use of, installation of, or modification to, the ChargePoint® charging station in a manner in which the ChargePoint® charging station is not intended to be used or modified will void the limited warranty. You should review your limited warranty and become familiar with the terms thereof. Other than any such limited warranty, the ChargePoint products are provided "AS IS," and ChargePoint, Inc. and its distributors expressly disclaim all implied warranties, including any warranty of design, merchantability, fitness for a particular purposes and non-infringement, to the maximum extent permitted by law.

## Limitation of Liability

CHARGEPOINT IS NOT LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION LOST PROFITS, LOST BUSINESS, LOST DATA, LOSS OF USE, OR COST OF COVER INCURRED BY YOU ARISING OUT OF OR RELATED TO YOUR PURCHASE OR USE OF, OR INABILITY TO USE, THE CHARGING STATION, UNDER ANY THEORY OF LIABILITY, WHETHER IN AN ACTION IN CONTRACT, STRICT LIABILITY, TORT (INCLUDING NEGLIGENCE) OR OTHER LEGAL OR EQUITABLE THEORY, EVEN IF CHARGEPOINT KNEW OR SHOULD HAVE KNOWN OF THE POSSIBILITY OF SUCH DAMAGES. IN ANY EVENT, THE CUMULATIVE LIABILITY OF CHARGEPOINT FOR ALL CLAIMS WHATSOEVER RELATED TO THE CHARGING STATION WILL NOT EXCEED THE PRICE YOU PAID FOR THE CHARGING STATION. THE LIMITATIONS SET FORTH HEREIN ARE INTENDED TO LIMIT THE LIABILITY OF CHARGEPOINT AND SHALL APPLY NOTWITHSTANDING ANY FAILURE OF ESSENTIAL PURPOSE OF ANY LIMITED REMEDY.

## FCC Compliance Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications.

Important: Changes or modifications to this product not authorized by ChargePoint, inc., could affect the EMC compliance and revoke your authority to operate this product.

Exposure to Radio Frequency Energy: The radiated power output of the 802.11 b/g/n radio and cellular modem (optional) in this device is below the FCC radio frequency exposure limits for uncontrolled equipment. The antenna of this product, used under normal conditions, is at least 20 cm away from the body of the user. This device must not be co-located or operated with any other antenna or transmitter by the manufacturer, subject to the conditions of the FCC Grant.

## ISED (formerly Industry Canada)

This device complies with the licence-exempt RSS standard(s) of Innovation, Science and Economic Development Canada (ISED). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil est conforme aux flux RSS exemptés de licence d'Innovation, Sciences et Développement économique Canada (ISDE). L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter.

Radiation Exposure Statement: This equipment complies with the IC RSS-102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body.

Énoncé d'exposition aux rayonnements: Cet équipement est conforme aux limites d'exposition aux rayonnements ioniques RSS-102 Pour un environnement incontrôlé. Cet équipement doit être installé et utilisé avec un Distance minimale de 20 cm entre le radiateur et votre corps.

## FCC/IC Compliance Labels

Visit [chargepoint.com/labels](http://chargepoint.com/labels).



[chargepoint.com/support](http://chargepoint.com/support)

75-001726-01 R1